

Collections Enforcement

How to collect \$1 billion from a \$1 million investment

The Attorney General's Collections Enforcement section is statutorily responsible for collecting past due debts owed to the state of Ohio. The Attorney General's Office is responsible for collecting everything from past due book fines at state libraries to unpaid corporate income taxes. The cases are referred from other state agencies in accordance with state laws. The enforcements section had a goal of collecting \$1 billion dollars in 4 years. This was a three fold increase from the traditional \$100 million dollar a year collection rate.

Solution Description:

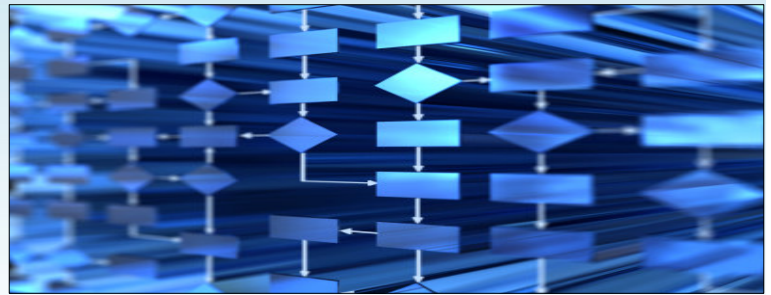
The Dayhuff Group helped the enforcement section achieve their goal by implementing IBM DB/2 Content Manager. The solution stores and indexes incoming checks into Content Manager. The solution creates a link from the check to the accounting system. It also automatically applies the check to the account with no manual intervention, removing the lien on the account.

The AG's office did not stop there. They adopted CM as their document management standard and implemented it across eight other sections.

The entire agency's ability to produce critical documentation in a tight timeframe has been invaluable. In a recent high profile case in Ohio, the AG office was able to produce over 8 thousand documents in less than 1 day in a fast moving, high volume case in which the state was able to recover millions in a coin scandal, ultimately winning a conviction.

In two other sections, Crime Victims and Consumer Protection, the AG has calculated they are saving a million man hours per year on redacting documents (marking out sensitive areas of the document) in CM rather than making copies, manually marking out words with a marker and re-copying. In addition, CM was used to integrate more than 15 different applications across the enterprise using web services and .Net. Five different systems were converted into a single Content Manager system.

IBM's Records Manager is used to remove all documents at the end of their life cycle or hold the documents for litigation. This drastically reduced the manual management of paper case files and freed up several thousand square feet of paper storage space for other usage.



DB/2 Commonstore for Exchange was used to capture emails related to cases and store as a part of the official record. Commonstore also captures incoming faxes and automatically route them to the appropriate queue.

Target Industry

- ▶ State and Local Government Agencies

Product(s) -

FileNet P8 Product Suite
IBM Content Manager v8 Suite

IBM Brands Supported

Information Management
WebSphere

Company Description

The Dayhuff Group specializes in delivering fast, focused, high-quality yet cost-effective Enterprise Content Management solutions. Our range of experience, the scope of our expertise, and our delivery model makes Dayhuff Group a special breed in the technology services field. We put those attributes to work in order to guarantee our clients short-cycle project completion with real-world budgets. The result: innovative, problem solving technology services that improve efficiency, reduce costs, and increase revenues.

Contact Information

The Dayhuff Group

740 Lakeview Plaza Boulevard, Suite 300
Worthington, OH 43085
888-DAYHUFF or 614 854-9999 ext 113
sales@dayhuffgroup.com